

# Product Warranty & Return Merchandise Authorization

**APOGEE ELECTRONICS CORPORATION** warrants products to be free of defects in material and manufacture under normal use for a period of 12 months. The term of this warranty begins on the date of sale to the purchaser from an authorized Apogee reseller (proof of purchase in the form of a receipt may be required). Units returned for warranty repair to Apogee or an authorized Apogee warranty repair facility will be repaired or replaced at the manufacturer's option, free of charge. Please note this guarantee may be subject to other conditions as dictated by the customer's legal warranty rights under the applicable national legislation governing the sale of consumer goods.

Apogee reserves the right to change or improve design at any time without prior notification. Design changes are not implemented retroactively, and the incorporation of design changes into future units does not imply the availability of an upgrade to existing units. This warranty is void if Apogee determines, in its sole business judgment, the defect to be the result of abuse, neglect, alteration or attempted repair by unauthorized personnel. The warranties set forth above are in lieu of all other warranties, expressed or implied, and Apogee specifically disclaims any and all implied warranty of merchantability or of fitness for a particular purpose. The buyer acknowledges and agrees that in no event shall the company be held liable for any special, indirect, incidental or consequential damages, or for injury, loss or damage sustained by any person or property, that may result from this product failing to operate correctly at any time.

**In the event your Apogee product needs to be upgraded or repaired, it is necessary to contact Apogee prior to shipping, and a Return Merchandise Authorization (RMA) number will be assigned. Please read about the Apogee RMA Process before proceeding:**

**IMPORTANT NOTE ABOUT PRODUCT REPAIR:  
WHEN RETURNING YOUR PRODUCT TO APOGEE YOU ARE RESPONSIBLE FOR THE COST OF SHIPPING. ANY SHIPMENT THAT IS NOT PRE-PAID OR IS SENT WITHOUT AN RMA NUMBER WILL NOT BE ACCEPTED.**

## Warranty Exclusions

- New Apogee product purchased through any reseller not directly authorized by Apogee
- Any used Apogee product purchased from a third party online or directly
- Product purchased in one country cannot be returned under warranty in a country other than where the product was sourced
- Products with missing or defaced serial numbers.
- Products damaged by environmental factors, such as oxidation and/or damages caused by natural disaster.
- Units that have **NOT** been opened by user within the one year warranty period.
- Physical Damages which include, but are not limited to the following unauthorized modifications:
  - Misuse, neglect or improper assembly
  - Transport damages due to improper packaging or carrier
  - Burns resulting from faulty or failed electric power

- Missing/bent parts
- Cracked components
- Liquid/water damage

**USA:** Some states do not allow for the exclusion or limitation of implied warranties or liability for incidental or consequential damage, so the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

### **Service Information**

Your Apogee product contains no user-serviceable components; refer to qualified service personnel for repair or upgrade. Your warranty will be voided if you tamper with the internal components. If you have any questions with regard to the above, please contact Apogee.

\*To ensure you are purchasing official Apogee product and for a valid manufacturer's warranty, we recommend you purchase Apogee products from an authorized reseller.

\*\*As of June 1st, 2013, Apogee's 90 day warranty extension for product registration is no longer available. For product registrations prior to June 1st, 2013 the 90 day extension will be honored.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.